

this was sent to me in response to obscene phone calls I received with the relay operator repeating the exact obscene words being typed to her. This is absurd to allow this to be allowed.

"Larry,

We regret that the IP Relay service has been used in this manner. As a Relay service provider for the deaf, hearing and speech impaired, we must meet the Federal government requirements placed on Relay Operators through the Americans with Disabilities Act (ADA) of 1990. Below is an excerpt from the act that outlines some of the Relay Operators responsibilities. As outlined in paragraphs e,f,g the relay operator is required to place the call and voice whatever is typed to them and type whatever is voiced to them. They may only relay the conversation, they can't be an active participant, censor, or otherwise alter the conversation.

Title IV of the Americans with Disabilities Act (ADA) - Telecommunications services for hearing-impaired and speech-impaired individuals codified at 47 U.S.C. § 225.

D.1.

(E) prohibit relay operators from failing to fulfill the obligations of common carriers by refusing calls or limiting the length of calls that use telecommunications relay services;

(F) prohibit relay operators from disclosing the content of any relayed conversation and from keeping records of the content of any such conversation beyond the duration of the call; and

(G) prohibit relay operators from intentionally altering a relayed conversation.

Different local phone companies have different options on what can be done for customers who receive unwanted phone calls. Our recommendation to you is to have the phone numbers listed below blocked by your local phone company. These are the phone numbers that IP-Relay calls use. We can't make this request to the local phone company for you but you can call them and request it directly. Once you do this you would not receive any phone calls placed through the present IP Relay system. Again, we apologize for that the IP-Relay service has been used in this manner and we will

try to
help you to the extent we are allowed by federal regulations.

Sincerely,
IP-Relay.com Customer Service

Phone Numbers:

408-822-1645
612-547-0006
612-547-0007
319-366-2128
440-457-0046
440-457-0045

-----Original Message-----

From: Blum, Larry [mailto:BlumL@ramnet.k12.ny.us]
Sent: Friday, January 17, 2003 8:58 AM
To: 'IP-RELAY@wcom.com'
Subject: harassing phone calls

I was called last night and the operator repeated obscene words and phrases to me being made by someone using your service. What is your policy regarding this and can I find out who made the calls? Are you regulated by the FCC?
Thanks you, Larry"